

IN THE CLAIMS

1-33. (Canceled)

34. (New) A method of providing an emergency contact information of a customer using a telematics device embedded in a customer vehicle during an emergency associated with the customer vehicle, the method comprising:

accessing the telematics device embedded in the customer vehicle during the emergency associated with the customer vehicle;

establishing a communication link between the telematics device and a virtual garage, wherein the virtual garage comprises at least one server on the Internet and wherein the virtual garage stores the emergency contact information of the customer;

retrieving the emergency contact information of the customer from the virtual garage using the telematics device;

transmitting the emergency contact information of the customer to a Public Service Answering Point, wherein the emergency contact information is transmitted from the telematics device embedded in the customer vehicle to the Public Service Answering point.

35. (New) The method of claim 34, wherein the communication link comprises the Internet.

36. (New) The method of claim 34, wherein the communication link is a wireless connection.

37. (New) The method of claim 34, wherein the emergency contact information is retrieved from the the virtual garage to the telematics device using an FM subcarrier network.

38. (New) The method of claim 34 further comprising requesting an emergency 911 service to the Public Service Answering Point using the telematics device.

39. (New) The method of claim 34 wherein the emergency associated with the customer vehicle comprises a vehicle collision.

40. (New) The method of claim 34, wherein the Public Service Answering Point comprises an emergency medical service vehicle.